



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
OMBUDSMAN	32	B	11.347

DEFINITION OF THE CLASS:

Under direction is responsible for information and ombudsman services in the Division of Aging Services including resolution of inquiries, complaints and problems from client; reviews policies and procedures that have an immediate effect on clients and recommends correction of inequities; prepares and distributes information for clients on a statewide basis; and does related work as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Receives inquiries and problems and investigates complaints of clients; reviews policies and procedures that have an immediate effect on the clients and makes recommendations to correct inequities.

Disseminates information to clients regarding appropriate services.

Conducts spot checks of departmental activities directly affecting client welfare to ensure that procedures are being followed correctly; ensures maintenance of comprehensive and complete records of each client transaction to include a statement from the client(s), respondent pertinent data and final disposition.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge of the Nevada Revised Statutes and Administrative Codes related to Aging Services.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of modern counseling techniques. Knowledge of conducting investigations for the purpose of determining valid complaints. Knowledge of research techniques for the purpose of developing written procedures. Knowledge of current human rights policies developed for the protection of the specific clientele served by the Ombudsman.

Ability to develop informational material relating to aging services. Ability to analyze and prepare written reports. Ability to analyze programs and develop courses of action to achieve resolution of client complaints. Ability to communicate in a therapeutic manner. Ability to investigate and mediate complaints or grievances. Ability to perform independent research.

EDUCATION AND/OR WORK EXPERIENCE:

Graduation from high school and four years experience that included the investigation and resolution of grievances or complaints; OR

EDUCATION AND/OR WORK EXPERIENCE: (cont.)

II

Graduation from an accredited college or university with a Bachelor's degree in social science or related humanities field and two years of progressively responsible experience that included the investigation and resolution of grievances or complaints; OR

III

Master's degree from an accredited college or university with a major in social science or related humanities field and one year of experience that included the investigation and resolution of grievances or complaints; OR

IV

An equivalent combination of education above the high school level and pertinent work experience described above.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

ESTABLISHED:	<u>11.347</u>
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RE-ESTABLISHED:	7/1/91
	6/1/92UC